



JIM CUNNINGHAM

Col. Forrest Newton, Area I garrison commander, explains Lean Six Sigma to American civilian employees and Korean employees during a briefing given March 28 in the Camp Red Cloud Theater.

LSS points the way to excellence at CRC

By Jim Cunningham

Area I Public Affairs

CAMP RED CLOUD— Employees, both U.S. and Korean, got a peek at what the future holds for Warrior Country and the future of the mission in Area I March 28 in the Camp Red Cloud theater and April 4 at the Camp Casey theater.

“What we are going to do today is give you the tools you will need to make us relevant and successful in the future,” said Col. Forrest Newton, Area I garrison commander. “If you embrace what we are going to start here today and you become experts at this the Army will have no choice but to look at you as value added.”

The tool Newton speaks about is a new business improvement program called Lean Six Sigma. The mission of LSS is to manage Army installations to support readiness and mission execution by providing equitable services and facilities, optimizing resources, and sustaining the environment and enhancing the well-being to the military community.

“This is not just another program,” Newton said.

“This is a tool by which you can improve the quality of service and the efficiency of how you do business.”

Transformation is required and necessary because the Army must ensure it remains ready and relevant

to all challenges. The Army also has to address its budgetary situation in every circumstance and it must support continuous improvement throughout.

“If we learn to do this correctly, we can make ourselves more productive for less cost and provide better service,” Newton said. “I know that you have heard those words before. The difference is your

jobs and your futures depend on us implementing LSS.”

Lean Six Sigma integrates two approaches for improving process performance: Lean focuses on increasing efficiency and

reducing the amount of time it takes to do work tasks by eliminating waste. Six Sigma focuses on improving quality through the elimination of defects and errors in business processes.

“If we become more efficient and deliver quality services the Army will have to look hard to find ways to keep an organization like this in operation,” Newton said.

“I am so committed to this that I have sent Area I staff, both American and Korean, to train in LSS.” Lean Six Sigma relies on a five-step process for solving problems in the work place.

It is important to identify the problem, assess how bad the problem is and what is causing it, identify the correct root causes of the problem and find the solutions

and figure how to implement them. The last step is sustaining the benefits. “We cannot afford to fall behind,” Newton said. “We are going to push this very hard so we can get ahead of everyone else so we can arm ourselves with the tools to make ourselves successful.”

A good LSS project would be those that address a specific and measurable process and consist of a well-defined problem, which can be analyzed and improved within a reasonable amount of time. The project must relate to a process that can be controlled and effective at the local level in the organization. It must be an opportunity to improve speed or quality and/or reduce cost.

“We have already got the Installation Management Command in the United States to recognize Area I is viable and necessary to the future of United States Forces Korea,” Newton said. “They have committed to giving us more money than we had this year. In fact, we have just asked for an additional 46 million dollars.” Examples of LSS projects are: improving the cycle time for Soldier and civilian inprocessing by reducing breakdowns in contractor-maintained equipment and will effectively reduce energy cost. Improving emergency services response times by eliminating rework in the budgeting process, which will effectively reduce administrative cost in processing Directorate of Public Works work orders. “We are going to use LSS as our weapon to make us valuable Soldiers within IMCOM and within USFK,” Newton said. “Those of you in this room that adopt this, learn this, and live this will be the future of Area I.”

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Col. Forrest Newton, Area I garrison commander